

SourceDay & Global Interconnect

How the medical device cable manufacturer went from the Dark Ages to the 21st Century — and reduced purchasing clerical work by 25%

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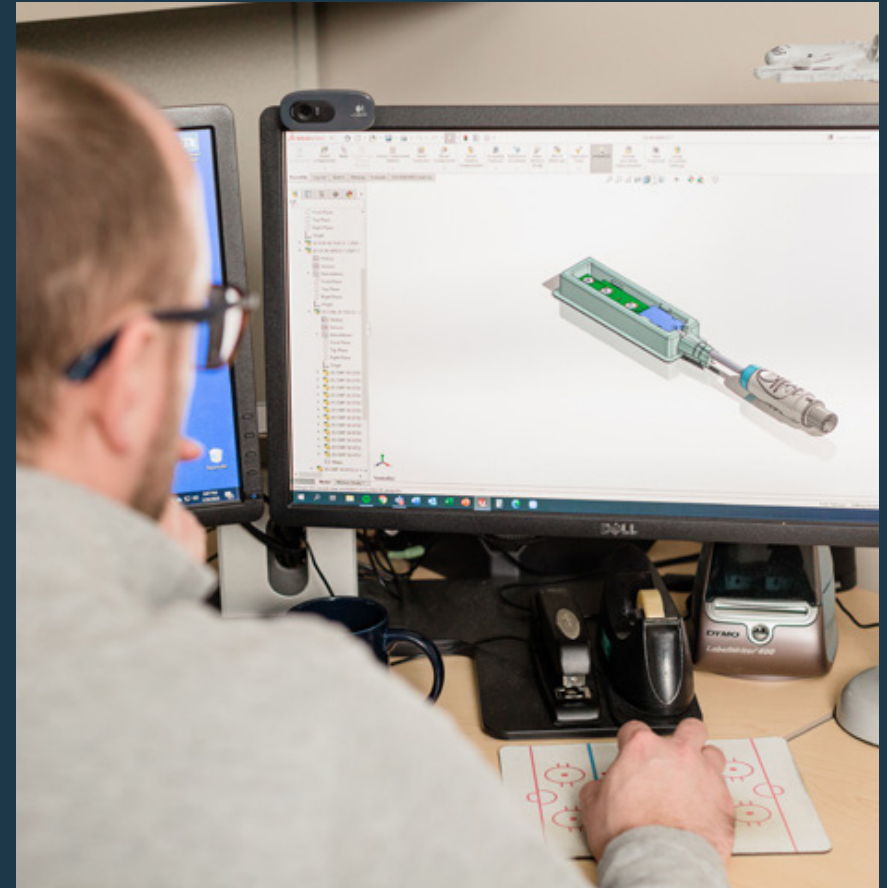


SOURCEDAY

**Customer
Success Story**

THE CUSTOMER

Based in Cape Cod with operations in Hong Kong and China, Global Interconnect (Gii) is an integrated manufacturing partner supplying custom engineered connector, cable, and electromechanical assemblies to the world's leading medical device manufacturers.



THE SITUATION

Troy Mauk is Gii's Director of Global Procurement. **He manages a team of two buyers, and they all use SourceDay.**

Troy's team was running into lengthy follow-up times with the suppliers. They often waited days (or longer—yikes!) for simple things like confirmed ship dates. Buyers ran daily reports for unacknowledged orders and upcoming shipments, then updated hot lists and distributed all of this to the rest of the company. Then, they manually entered the data into the ERP. All of this required dozens and dozens of hours of clerical work.

Their previous approach has been described as “The Dark Ages” or “in the weeds.”

To address the challenge, Gii considered an additional salary in the form of an expeditor. They also perpetually delayed new projects and activities due to lack of hours and resources. Dark Ages, indeed.

THE CHANGE

Troy stumbled upon a social media post about SourceDay and quickly learned that he and his team could reduce a significant portion of this workload by eliminating manual data entry and communication delays. He and his team shared SourceDay with management and they all realized they had found a platform that everyone could use and that would free up a LOT of time for the buyers.

"I knew the most obvious advantage would be the real-time updates from suppliers for Gii's sales force, rocketing Gii into the 21st century. This was what we had been waiting for —one platform for all buyers to use, which freed up 25% of three key staff members' time."

The purchasing team has seen a 25% reduction in its clerical workload.

You read that right.

Stress levels decreased. Job satisfaction increased. Inboxes now stay at manageable levels.

Gone are the days of long, monotonous work updating process dates manually. And gone is the stress of updating it quickly before running the next report.

"We now conduct more advantageous price negotiations and more accurate forecasts using time that previously had us glued to monitors inputting data. Now we use the freedom to maximize all other aspects of purchasing," said Troy.

In short, Troy's team has been saved from a clerical nightmare. Instead of being stuck in the weeds, buyers now have time to think and work strategically on initiatives that truly benefit the business—like inventory turns, pricing research, and supplier performance.

Speaking of suppliers, **Troy was a little concerned about supplier adoption before his team implemented SourceDay.**

"We were not sure how our suppliers would adapt to SourceDay. We went onsite for each of our critical suppliers (most in China) to showcase SourceDay and explain what was soon coming. We also held a Supplier Appreciation Day for domestic suppliers with the same presentation. **We achieved their buy-in.**"

From supplier partners to the purchasing team, to logistics, to the CEO—**everyone involved in direct materials at Gii has embraced SourceDay as part of their ongoing success.** SourceDay has eliminated the grueling days of manual updates, sharpened Gii's competitive edge, and improved customer satisfaction.

"SourceDay is invaluable to Gii. It is comparable to its infrastructure. It's so integrated into our core operations that if we lost it, we'd be devastated. Losing SourceDay is not an option!"



THE CONCLUSION

SourceDay automates the entire purchase order process and provides a central portal for buyers and suppliers to collaborate on their daily work. Ready to learn more about how SourceDay can free up hundreds of hours for your purchasing time? [Drop us a line here and let's chat about it.](#)

